

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	<b>Effective Date: 1/1/2008</b>
SUBJECT: General Administration	SECTION: GA 1.10

**SUBTITLE: CRSA Cultural Competence Training and Education Program**

**POLICY:**

It is the policy of the Children's Rehabilitative Services Administration (CRSA) to have a Cultural Competence Training and Education program to enhance and improve CRSA staff, regional contractor's staff, and providers' knowledge and skills around cultural competence, language assistance services, and providing family-centered, culturally effective care to CRS members and their families.

**PROCEDURE:**

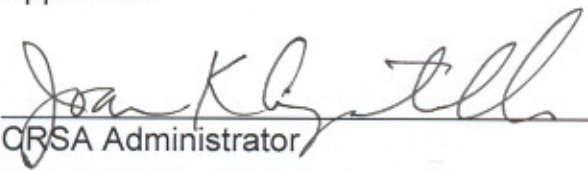
The CRSA Cultural Competence Training and Education Program will increase awareness of the customs, values, and beliefs and how they affect the families experience with their healthcare and decision-making about their care.

CRSA will also maintain a policy specific to training on Limited English Proficiency and how to access language assistance services for CRS members and their families (Policy GA 1.6, Language Assistance Services for CRSA and CRS Regional Contractors).

- 1) **CRSA Staff Training Program:**  
CRSA staff is required to complete the following upon hire and annually thereafter:
  - a) **Annual Individual Self-Assessment:**
    - i) CRSA completes an assessment of all new employees to measure self-awareness and knowledge of cultural competence and the family-centered care philosophy.
    - ii) CRSA analyzes the results of the annual assessment to design or modify cultural competence training modules.
  - b) **Required training content for new employee orientation and/or ongoing training:**
    - i) Culturally and Linguistically Appropriate Services (CLAS) Standards;
    - ii) Principles of family-centered care;
    - iii) Use of interpretation and language assistance services;
    - iv) Limited English Proficiency (LEP);
    - v) TDD/TTY for hearing or speech impaired and any ADA



- vi) accommodations requested such as Braille, communication devices, etc.;
  - vii) Grievances and provisions of culturally appropriate care;
  - viii) Benefits to providing culturally competent care and legal aspects of Cultural Competence;
  - ix) Understanding children and their families health related beliefs, attitudes, values, and behaviors and incorporating them into practice; and
  - ix) Cultural Competency terms.
- c) Evaluation of training:  
An analysis of training results will be used to determine future training needs.
- 2) Regional Contractors and Providers Training Program:  
Regional contractors and contracted providers' staff are required to complete a cultural competence assessment and training upon hire and annually thereafter.
- a) CRSA will make efforts to assess and train or assist regional contractors to assess and train their staff and their contracted providers by making trainings available concerning culturally competent and family-centered care.
  - b) CRSA requires regional contractors to submit documentation of internal trainings completed by staff as part of contract deliverables required annually and the Annual Administrative Review. Documentation gathered during the review includes:
    - i) Copies of curriculum;
    - ii) Presentations;
    - iii) Agendas; and
    - iv) Participant sign-in sheets from trainings or on-line registrations.
- 3) Training Methods:
- a) Methods used to increase CRSA staff, regional contractor staff, and providers' knowledge and skills of cultural competence include:
    - i) E-Learning modules;
    - ii) Face-to-face trainings; or
    - iii) Video conference.
  - b) CRSA maintains and distributes a calendar of culturally competent and family-centered care trainings.

Approved:  CRSA Administrator	Date: <u>12/11/07</u>
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